



**Seminole County
Public Safety**



Inside this issue:

Urban Search & Rescue	1
Communication Ctr	2
Whatda ya know	2
MQA	2
Congratulations	3
New Protocols	3
Emergency Mngt	3
Animal Services	4
Communications Trng	5
On The Job	6/7
Thinking words	8

"The significant problems we face cannot be solved at the same level of thinking we were at when we created them!"

Albert Einstein
Challenge your thinking!



People will also be able to hear our Emergency Communications Center dispatch "live", alarms. There are many more changes to come, so make sure you check out our web page often to see our new look.



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Central Florida Urban Search and Rescue

Urban search and rescue (US&R) involves the location, rescue (extrication) and initial medical stabilization of victims trapped in confined spaces. Structural collapse is most often the cause of victims being trapped but victims may also be trapped in transportation accidents, mines and collapsed trenches.



Urban search and rescue is considered a multi-hazard discipline, as it may be needed for a variety of emergency or disasters, including earthquakes, hurricanes, typhoons, storms and tornadoes, floods, dam failures, technological accidents, terrorist activities and hazardous materials releases.

Three local fire departments (the three interconnected rings in the patch) started plans to create a Central Florida Urban Search and Rescue team in September 2002. Seminole County Fire Department, Orange County Fire/Rescue and the Orlando Fire Department combined forces to create a multi-functional urban search and rescue team. The team will have approximately 129 positions with 42 members being sent on each deployment task.

Training is extremely intensive with hundreds of hours of trench rescue, rigging, medical situations and rescue operations. They have about 60,000 pounds of specialized equipment worth about \$1.8 million dollars and they are self sustaining for the first 72 hours of any deployment. As a special note, before this team was created, the closest US&R teams to Central Florida are in South Florida or Memphis, Tennessee.

Funding was appropriated through Federal, State and local grants.

There are some changes coming.....

A small group of people have been busy planning, tinkering and tweaking a new Public Safety web page which should be ready soon. It will be an exciting and very informative web site. More information for the public to use such as shelter information, National security levels and Emergency Management. Seminole County Fire Department's Public Information Office will have a greatly expanded section with event calendars and locations.

Emergency Communications

A lot is going on in our Communication Center. The newness of the Traffic Engineering project is over and we are getting back to normal?! We have started a stepped phase in of a Quality Assurance plan that will only improve our productivity. Data has been reviewed from October 2002 to current and we have seen a 30 second decrease in call entry times. This demonstrates a strong determination of our Center's staff to improve their work product.

In the near future, we will be going through another learning curve which will be from the installation of new

telephone equipment that will bring us up to date for wireless telephone calls.

Medical Priority Dispatch, the company we use for our Emergency Medical Dispatch pre-arrival instructions, has contacted us and they are contemplating incorporating the Weapons of Mass Destruction card set that was created by our very own "B Shift" into their products.

If they proceed as expected with this venture, they will be providing these cards to every one of their 1,500 customers and, of course, their future customers. For the Department of Public

Safety, this acknowledgment of our efforts could actually turn into one of the most important changes in 911 caller interrogation since the development of E.M.D.



Well, what do ya know!

What song is played as horses are being paraded before the running of the Belmont Stakes?

What is the tallest national monument in the United States?

How many words in the English Language end in "gry" other than angry and hungry?

St. Patrick was really not Irish! If you want to know the answer, email me!

What does the 3 leafed clover mean?

Did you know that April Fools Day, also known as All Fools Day, is traced back to 1582 when, in France, this was the end of an 8 day celebration for the New Year. The King Charles IX adopted the Gregorian Calendar making January 1st, the beginning of the New Year!

May 1st, also known as May Day, is

Spring. When it was really created by the ancient Romans, it was to celebrate the revival of vegetation and to assure abundant crops.

OK sports fans, who won the first Army/Navy game and when?

What does, "Tootsie" stand for in the popular candy, Tootsie Rolls?

Now you know!

Or do you??

Medical Quality Assurance

We welcome Elmer Holt to the Department. Elmer has an extensive background in EMS and management positions. Some of you may even remember him when he was with Air Care, Orange County Fire Department and Rural Metro Ambulance in Orlando.

Elmer is very busy getting acquainted with everything in Public Safety. He will be the lead person for the Alpine reporting software, developing Quality Assurance reports, identify trends and

recommending training issues. There are many other databases he is responsible for and he will be making suggestions to improve or enhance the quality of patient care here in Seminole County.

Dr. Husty, our Medical Director, and his associates are continuing their commitment to everyone with monthly meetings at various Fire Station locations. These meetings allow for everyone to communicate important issues

and to trade ideas or progressive information that would be vital to everyone. It also allows Dr. Husty to address any problems he may notice, such as hospital delays and what is being done about them, and run reviews.

**Do something different today,
teach someone something they
did not know before.**

Congratulations to....

Mary Beth Lake for being the most recent recipient of Seminole County's Manager/Supervisor of the Quarter Award.

Troy Todak from Station 23 C shift received the "Community Service Award" at the Annual Awards banquet recently.

Frank Kirk has been selected to be one of several speakers at the National Emergency Medical Dispatchers Conference in Anaheim, CA. later this year.

Bob Hodges was recently notified that he has been selected to be a class presenter at the National Emergency

Number Association (NENA) Conference being held in Denver, CO, in June.

As you can see, Seminole County's Public Safety employees are being recognized for their continued efforts to improve not only themselves, but the community as a whole.

Firefighter/Paramedic Andy Arcaya (B Shift, Station 22) and Firefighter Roger Toyloy (A Shift Station 23) were released from their preceptor intern status and authorized to function on their own as Paramedics. Each of these men have successfully completed all the required patient treatment

contacts, successfully passed the Advanced Life Support skills verification practical requirements and have attended the required Medical Director meetings.

In addition, Paramedics Arcaya and Toyloy have successfully challenged the County's written medical protocol exam administered by the Medical Quality Assurance office.

Once again, congratulations to these men.

By Stanley Human



This is the latest tool to manage patient care that will be available to Seminole County EMS personnel.

Elmer Holt is the Chairperson that is heading the subgroup from the EMS/Hospital Committee to develop a policy and procedure to best use this tool to our advantage.

EMSystem is a company that provides programming that would link in real time the Emergency Departments'

current capabilities and bed capacity. This will be a great help to units enroute to a hospital or on the scene to determine the most appropriate hospital to take a patient to.

All of the hospitals in Seminole County have joined with Seminole County to make this advancement in patient care a success.

Our Communications Center will be the local point of contact for the computer

software and be responsible for assisting the hospitals in maintaining the critical information.

The EMSystem will be installed in the Center in the next few months and will be ready for use, shortly after everyone receives proper training.

Want more information, click on their website:

<http://info.emsystem.com/home/index.cfm>

Emergency Management

Emergency Management has been working with the Seminole County Volunteer group to provide training on the email system used in the EOC. They, in turn, will provide others on going training with the system and will soon be managing the Special Needs database in the DCC call out computer in the Communications Center.

They have also been very busy with the Business Emergency Response Team (BERT) training currently being held at

Seminole Community College. This training is similar to CERT, which has already been widely recognized as a wonderful program for the citizens of Seminole County.

Later this year, our Emergency Management team will be put to a very difficult challenge. The State Emergency Management Office will be conducting a statewide drill, by re-creating on tabletop the hurricane of 1926. This hurricane was very devastating and caused

the complete evacuation of South Florida, including Miami and the Florida Keys. As you can guess, an event of this magnitude would greatly impact Seminole County and all of our resources.

A special thanks goes out to these hard working "behind the scenes" people. They do not stop training or developing improved ways and options for the betterment of Seminole County and the way of life we all come to enjoy here.

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Bob Hodges



What is it like to do what you do?

Ever had that question asked of you by your friends, family members or the public? What do you tell them, the same rhetoric each time. The agency is great to work for and it is a great job! Tell them from your heart next time.

Tell them about the life you helped save today and what it meant to that family you cared for;

Tell them about the horrendous noise you hear as you charge into a burning building to save a life or stop the fire;

Tell them about the tears you shed for your brothers and sisters that have fallen;

Tell them about the joy you hear when you hear a new baby breathing;

Tell them about the dedication and devotion of the people you work with;

Tell them about the credit that is bestowed upon you for doing what you do best;

Tell them about how great it is to come home to them safe, after each shift

What is it like to be you? It is an honor!

Animal Services

Thanks to Elaine Richarde

The Girls Scouts of America have a program for five and six year olds referred to as Daisy Troops. Recently, Daisy Troop 1502, located in Oviedo, is a service unit of the Wildflower Division. These little ladies took on Animal Services as their Christmas service project by collecting items for the shelter dogs.

On December 21st the Daisies and their leaders visited the shelter. They brought along blankets, dog food, treats, leashes, collars and, of course, toys. Michael the Whippet, our Animal Services education dog, met the troop wearing his best elf costume.

After graciously accepting the donations, he led the girls on a tour of the shelter then posed shamelessly for the obligatory photo op! Animal Services appreciates the support of our citizens and their concern for all our shelter animals.

By Elaine Richarde

<http://www.petfinder.com/>

Last month, Animal Services joined the PetFinder.com network, which is a site just for shelters and animal welfare groups. The site lists approximately 98,000 animals from across the country that are available for adoption. Thanks to sponsors like Purina and the ASPCA, there is no cost to participate.

Animal Services was able to become a part of this program due to the commitment of volunteers. They are

donating their time and talents to take, edit and submit pictures; to write a brief description about each animal; and to daily maintain pictures as to who has been adopted and putting up more pictures. Laurie Bird, our staff Technician, designed our home page, submits the weekly featured animal, and daily advises the volunteers of the animals that have been adopted.

We're very proud that our animals are on the web and we're extremely grateful for our volunteers' commitment. Please check us out on this site and pass the word.

Volunteers are placed with us through the Seminole Community Volunteer Program. If you or anyone you know would be interested in volunteering at Animal Services, please contact SCVP at 407-323-4440.



COMMUNICATIONS TRAINING

Priority Dispatch Systems Training

Formally known as Medical Priority Dispatch, this is the company responsible for revolutionizing the 911 interrogative process, with creation of Emergency Medical Dispatch by Dr. Jeff Clawson.

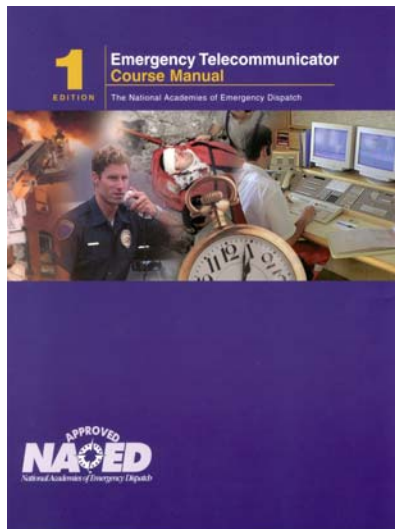
Now they will be the primary company to provide entry level training to all new 911 employees of Seminole County. With this change comes a more dynamic book and the latest, up to date information, which is critical in our profession. An added bonus is the mandatory recertification process that currently does not exist.

Individuals from Marion County, Lake/Sumter EMS and the Seminole County Sheriff's Office, as well as Public Safety, were in attendance for this three day train-the-trainer class. Each person had to provide a 20 minute presentation using the new information. For some, this was a first! In the end, everyone did a marvelous job. Susi Marsan, who, by the way, is part of the development process and a member of the College of Fellows for Priority Dispatch Systems, was the dynamic instructor that Priority Dispatch sent to us.

Thanks so much for your insight and support, Susi!



Bob Colbert from SCSO provided an exceptional 20 minute presentation on TDD and ADA compliance.



For more information on Priority Dispatch Systems Educational processes please visit their website at:

<http://www.medicalpriority.com>



Chris Bradford from Monroe Regional Medical Center gave a wonderful presentation on "why" we do what we do! Thanks, Chris!



Bill McConnell, also from Monroe Regional Medical Center, is seen here providing insight to different communication techniques.

Comments from attendees:

Great information;

Nice to have the latest information;

Excellent book and presentations;

Finally a training book in color!



Shannon Ashworth from Public Safety was the "scribe" during one of the many educational break out portions of the class.

On The Job



Promotion Ceremony for LT. Bryon Chaney, formerly from ASFD. Bryon is to be first promoted to LT since the merger and the first person from the ASFD Explorer team to come up through the ranks to achieve this position.

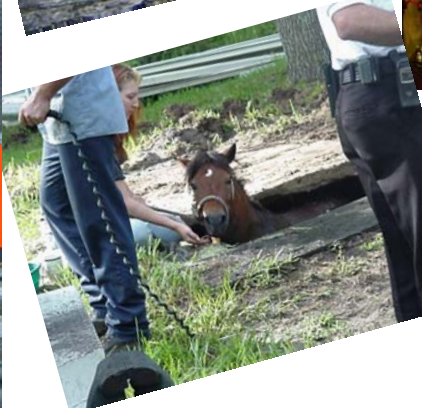


Progression and Honor!



I will come to you! No matter the means!





Promotions! Promotions! Promotions!

Congratulations are extended to the following people for their promotion to the rank of Lieutenant:

Rebecca Carter, Brad Hawver, Chris Barron and Jay Steiner



A DIRT ROAD

What's mainly wrong with society today is that too many Dirt Roads have been paved.

There's not a problem in America today, crime, drugs, education, divorce, delinquency that wouldn't be remedied, if we just had more Dirt Roads, because Dirt Roads give character.

People that live at the end of Dirt Roads learn early on that life is a bumpy ride.

That it can jar you right down to your teeth sometimes, but it's worth it, if at the end is home...a loving spouse, happy kids and a dog.

We wouldn't have near the trouble with our educational system if our kids got their exercise walking a Dirt Road with other kids, from whom they learn how to get along.

There was less crime in our streets before they were paved.

Criminals didn't walk two dusty miles to rob or rape, if they knew they'd be welcomed by 5 barking dogs and a double barrel shotgun.

And there were no drive by shootings.

Our values were better when our roads were worse!

People did not worship their cars more than their kids, and motorists were more courteous, they didn't tailgate by riding the bumper or the guy in front would choke you with dust & bust your windshield with rocks.

Dirt Roads taught patience.

Dirt Roads were environmentally friendly, you didn't hop in your car for a quart of milk you walked to the barn for your milk.

For your mail, you walked to the mail box.

What if it rained and the Dirt Road got washed out? That was the best part, then you stayed home and had some family time, roasted marshmallows and popped popcorn and pony rode on Daddy's shoulders and learned how to make prettier quilts than anybody.

At the end of Dirt Roads, you soon learned that bad words tasted like soap.

Most paved roads lead to trouble, Dirt Roads more likely lead to a fishing creek or a swimming hole.

At the end of a Dirt Road, the only time we even locked our car was in August, because if we didn't some neighbor would fill it with too much zucchini.

At the end of a Dirt Road, there was always extra springtime income, from when city dudes would get stuck, you'd have to hitch up a team and pull them out.

Usually you got a dollar...always you got a new friend...at the end of a Dirt Road!

By Paul Harvey

